

xxx

FILE 'ABI-INFORM' ENTERED AT 11:26:38 ON 12 MAR 96  
COPYRIGHT (C) 1996 University Microfilms, Inc.

FILE 'PROMT' ENTERED AT 11:26:38 ON 12 MAR 96  
COPYRIGHT (C) 1996 Information Access Company, a division of Ziff Communications Company

FILE 'COMPUSCIENCE' ENTERED AT 11:26:38 ON 12 MAR 96  
COPYRIGHT (c) 1996 FACHINFORMATIONSZENTRUM KARLSRUHE (FIZ KARLSRUHE)

=>  (software or product? or program?) (p) (new version# or redesign? or redevelop? or design? or develop?) (p) (survey? or questionnaire# or feed (1w) back)

L23  947 FILE ABI-INFORM

L24  5591 FILE PROMT

PROXIMITY OPERATOR NOT CONSISTENT WITH PROGRAM (P)

PROXIMITY OPERATOR LEVEL NOT CONSISTENT WITH

FIELD CODE - 'AND' OPERATOR ASSUMED 'DEVELOP?' (P)

L25  2343 FILE COMPUSCIENCE

TOTAL FOR ALL FILES

L26  17409 (SOFTWARE OR PRODUCT? OR PROGRAM?) (P) (NEW VERSION# OR RE  
DESIGN? OR REDEVELOP? OR DESIGN? OR DEVELOP?) (P) (SURVEY?  
OR QUESTIONNAIRE# OR FEED (1W) BACK)

=>  L26 and user (2a) (survey or questionnaire#)

L27  57 FILE ABI-INFORM

L28  34 FILE PROMT

L29  6 FILE COMPUSCIENCE

TOTAL FOR ALL FILES

L30  97 L26 AND USER (2A) (SURVEY OR QUESTIONNAIRE#)

=>  L30 and beta test

L31  1 FILE ABI-INFORM

L32  0 FILE PROMT

SEARCH ENDED BY USER

TOTAL FOR ALL FILES

L33  1 L30 AND BETA TEST

=>  L30 and beta test?

L34  1 FILE ABI-INFORM

L35  0 FILE PROMT

L36  0 FILE COMPUSCIENCE

TOTAL FOR ALL FILES

L37  1 L30 AND BETA TEST?

=>  L30 1-97 ti bib ab

L30 ANSWER 1 OF 97 ABI/INFORM COPYRIGHT 1996 UMI

L30 ANSWER 27 OF 97 ABI/INFORM COPYRIGHT 1996 UMI

xxx

FILE 'ABI-INFORM' ENTERED AT 11:26:38 ON 12 MAR 96  
COPYRIGHT (C) 1996 University Microfilms, Inc.

FILE 'PROMT' ENTERED AT 11:26:38 ON 12 MAR 96  
COPYRIGHT (C) 1996 Information Access Company, a division of Ziff Communications Company

FILE 'COMPUSCIENCE' ENTERED AT 11:26:38 ON 12 MAR 96  
COPYRIGHT (c) 1996 FACHINFORMATIONSZENTRUM KARLSRUHE (FIZ KARLSRUHE)

=> \$1(software or product? or program?) (p) (new version# or redesign? or redevelop? or design? or develop?) (p) (survey? or questionnaire# or feed (1w) back)

□ □ □ □ □ □ □

L23 0 0475 FILE ABI-INFORM □

L24 5591 FILE PROMT □

PROXIMITY OPERATOR NOT CONSISTENT WITH

FIELD CODE - 'AND' OPERATOR ASSUMED 'DEVELOP?') (P) '□

L25 2343 FILE COMPUSCIENCE□

TOTAL FOR ALL FILES

L26 17409 (SOFTWARE OR PRODUCT? OR PROGRAM?) (P) (NEW VERSION# OR RE  
DESIGN? OR REDEVELOP? OR DESIGN? OR DEVELOP?) (P) (SURVEY?  
OR QUESTIONNAIRE# OR FEED (1W) BACK) □

=> \$126 and user (2a) (survey or questionnaire#)

L27 57 FILE ABI-INFORM □

L28 34 FILE PROMT □

L29 6 FILE COMPUSCIENCE□

TOTAL FOR ALL FILES

L30 97 L26 AND USER (2A) (SURVEY OR QUESTIONNAIRE#)

=> \$130 and beta test

L31 1 FILE ABI-INFORM □

L32 0 FILE PROMT □

SEARCH ENDED BY USER□

TOTAL FOR ALL FILES

L33 1 L30 AND BETA TEST

=> \$130 and beta test?

L34 1 FILE ABI-INFORM □

L35 0 FILE PROMT □

L36 0 FILE COMPUSCIENCE□

TOTAL FOR ALL FILES

L37 1 L30 AND BETA TEST?

=> \$130 1-97 ti bib ab

L30 ANSWER 1 OF 97 ABI/INFORM COPYRIGHT 1996 UMI

L30 ANSWER 27 OF 97 ABI/INFORM COPYRIGHT 1996 UMI

TI New System Provides Mobile Access to Information Through Mainframe Computer  
AN 92:52180 ABI-INFORM  
DN 00646435; 92-61375  
TI New System Provides Mobile Access to Information Through Mainframe Computer  
AU Allison, Penelope M.; Hursey, Kevin  
SO Transmission & Distribution, (Oct 1992) Vol. 44, No. 11, pp. 62-67.  
Journal code: TMD. Features: Diagrams. Availability: Fulltext online. Photocopy available from ABI/INFORM 12343.02  
CODEN: TRDIAT; ISSN: 0041-1280.  
DT Journal  
LA English  
WC 01612  
AB Mobile Access to Information and Data (MAID), a research and \*\*\*development\*\*\* project at Duke Power Co. that explores the capabilities of mobile data communications, provides personnel with direct access to full-screen IBM mainframe data and dispatching capabilities. Analysts of the system say MAID improves \*\*\*productivity\*\*\*, enhances customer service and provides an improved work environment. The initial pilot system, which began operation with 10 vehicles in June 1989, included such characteristics as: 1. The protocol converter was required to convert from 3270 synchronous data to asynchronous data. 2. Data packets were transmitted at 4800 baud. 3. Laptop portable computers were loaded with emulation and communication \*\*\*software\*\*\*. Based on the pilot system, modifications were made and a new basic configuration was established for the mobile data system. In the new system, the radio network controller replaces the protocol converter of the initial system.  
\*\*\*Survey\*\*\* questionnaires given to MAID users reported that 100% of the users felt the MAID system helped them do their job better.

L30 ANSWER 29 OF 97 ABI/INFORM COPYRIGHT 1996 UMI

TI The Intelligent Reference Information System Project: A Merger of CD-ROM LAN and Expert System Technologies  
AN 92:45506 ABI-INFORM  
DN 00639726; 92-54666  
TI The Intelligent Reference Information System Project: A Merger of CD-ROM LAN and Expert System Technologies  
AU Bailey, Charles W., Jr.  
SO Information Technology & Libraries, (Sep 1992) Vol. 11, No. 3, pp. 237-244. Journal code: JLA. Features: References. Availability: Fulltext online. Photocopy available from ABI/INFORM 12953.00  
CODEN: ITLBDC; ISSN: 0730-9295.  
DT Journal  
LA English  
WC 04455  
AB The University Libraries of the University of Houston created an experimental Intelligent Reference Information System (IRIS) between October 1989 and September 1991. A 10-workstation CD-ROM LAN was

implemented that provided access to 19 citation, full-text, graphic, and numeric databases. An expert system, Reference Expert, was developed to assist users in selecting appropriate printed and electronic reference sources. This expert system was made available on both network and stand-alone workstations. Three formal system evaluations were conducted during the IRIS Project: 1. a CD-ROM LAN performance benchmark, 2. an assessment of user reactions to the CD-ROM LAN, and 3. a \*\*\*survey\*\*\* of \*\*\*user\*\*\* reactions to the expert system. The performance benchmark showed that response time increased substantially as the number of simultaneous users of a CD-ROM LAN database increased. The majority of users reacted very favorably to CD-ROM databases, saying that they found information more quickly and easily than in printed sources.

L30 ANSWER 42 OF 97 ABI/INFORM COPYRIGHT 1996 UMI

TI HP Won't Drop MPE V  
AN 91:42871 ABI-INFORM

DN 00576717; 91-51064

TI HP Won't Drop MPE V

AU Harding, Elizabeth U.

SO Software Magazine, (Oct 1991) Vol. 11, No. 12, pp. 32-33. Journal code: SMG. Availability: Fulltext online. Photocopy available from ABI/INFORM  
ISSN: 0897-8085.

DT Journal

LA English

WC 00722

AB During the recent Interex user conference held in San Diego, California, several users and third-party \*\*\*developers\*\*\* of the MPE V-based HP 3000 line from Hewlett-Packard Co. (HP) expressed concern about HP's plans for the future of the proprietary operating system that runs the 16-bit minicomputers. Several users were concerned that HP officials would attempt to force a move to the MPE XL \*\*\*software\*\*\*. Other observers noted that HP officials continue to position the company as a leading vendor of UNIX systems. The company moved to convince users of the continued importance of the 16-bit HP 3000 and MPE V by outlining plans to shift \*\*\*development\*\*\* responsibility to the company's support operation. Responsibility for the \*\*\*development\*\*\* of upgrades was previously shouldered by the HP Commercial Systems Division. Susan Cook of HP also suggested that the company would address users' needs by responding to issues identified in a \*\*\*user\*\*\* group \*\*\*survey\*\*\* conducted by an Interex committee.

L30 ANSWER 47 OF 97 ABI/INFORM COPYRIGHT 1996 UMI

TI Incorporating Behavioral Techniques into the Systems Development Life Cycle  
AN 89:33256 ABI-INFORM

DN 00470736; 89-42523

TI Incorporating Behavioral Techniques into the Systems Development Life Cycle

AU Mantei, Marilyn M.; Teorey, Toby J.

SO MIS Quarterly, (Sep 1989) Vol. 13, No. 3, pp. 257-274. Journal code:

MIS. Features: Charts; References. Availability: Photocopy available from ABI/INFORM 15176.00  
CODEN: MISQDP; ISSN: 0276-7783.

DT Journal

LA English

AB The gathering of human-oriented information is vital in the \*\*\*developmental\*\*\* stages of a \*\*\*software\*\*\* system to improve the human-computer interface of the new \*\*\*product\*\*\*. New categories of \*\*\*design\*\*\* and \*\*\*development\*\*\* effort must be added to the traditional systems \*\*\*development\*\*\* stages. The user factors life cycle includes market analysis, \*\*\*product\*\*\* acceptance analysis, task analysis, user testing and evaluation, and a \*\*\*product\*\*\* \*\*\*survey\*\*\*. A \*\*\*software\*\*\* \*\*\*development\*\*\* project illustrates a user interface to a database management system. In the market analysis on the database users, 3 techniques were employed: 1. running focus groups, 2. market \*\*\*surveys\*\*\*, and 3. a \*\*\*survey\*\*\* of customers using current \*\*\*products\*\*\*. The \*\*\*product\*\*\* acceptance analysis involved facading and running a focus group centering on the population's receptiveness to the new \*\*\*product\*\*\*. The task analysis included a verbal protocol analysis and a memory organization analysis. User testing and evaluation involved the experimental testing of \*\*\*design\*\*\* decisions, usability studies, and user examinations. The \*\*\*product\*\*\* \*\*\*survey\*\*\* stage included a customer hotline, on-site observation, and a \*\*\*user\*\*\* \*\*\*survey\*\*\*.

L30 ANSWER 48 OF 97 ABI/INFORM COPYRIGHT 1996 UMI

TI Is CAD Worth the Cost?

AN 89:16469 ABI-INFORM

DN 00453650; 89-25437

TI Is CAD Worth the Cost?

AU Stasiowski, Frank A.

SO CAE, (May 1989) Vol. 8, No. 5, pp. 60-64. Journal code: CAE.

Features: Graphs. Availability: Photocopy available from ABI/INFORM

CODEN: CCAEDJ; ISSN: 0733-3536.

DT Journal

LA English

AB A majority of the 300 architectural and engineering \*\*\*design\*\*\* firms responding to the PSMJ CAD Application and \*\*\*User\*\*\* \*\*\*Survey\*\*\* feel that computer-aided \*\*\*design\*\*\* (CAD) is worth the enormous acquisition and operating costs. \*\*\*Survey\*\*\* results indicate that CAD increased most \*\*\*design\*\*\* firms' \*\*\*productivity\*\*\* by a median of 25%, with individual gains varying according to the type of system used. Companies using personal, mini, and mainframe computers experienced the highest gains. However, results showed that most companies do not fully utilize CAD's capabilities. Respondents revealed the original cost of CAD, including hardware, \*\*\*software\*\*\*, and training, to be a median of \$42,600 for personal computer users and \$372,857 for mini and mainframe users. Despite the huge capital outlay, CAD is used on only 40% of the respondents' projects, with large companies using CAD less than smaller companies. The respondents also found that clients are reluctant to pay for CAD, with \*\*\*survey\*\*\*

results showing that firms were able to bill CAD on only 20% of their projects.

L30 ANSWER 49 OF 97 ABI/INFORM COPYRIGHT 1996 UMI

TI Follow-Up Surveys Assess Customer Satisfaction

AN 89:221 ABI-INFORM

DN 00434001; 89-05788

TI Follow-Up Surveys Assess Customer Satisfaction

AU Uller, Frank

SO Marketing News, (2 Jan 1989) Vol. 23, No. 1, p. 14,16. Journal code: MNW. Availability: Photocopy available from ABI/INFORM 7097.00  
CODEN: MKNWAT; ISSN: 0025-3790.

DT Journal

LA English

AB If properly planned, all companies can implement a customer follow-up and feedback \*\*\*survey\*\*\* \*\*\*program\*\*\* to assess customer satisfaction. Important areas to address in planning a \*\*\*survey\*\*\* \*\*\*program\*\*\* are: 1. \*\*\*surveying\*\*\* all customers versus a random or segmented sampling approach, 2. \*\*\*survey\*\*\* \*\*\*development\*\*\*, including \*\*\*user\*\*\*-friendliness, simple format, brevity, and judicious use of comment sections, and 3. handling \*\*\*survey\*\*\* responses. Specific response procedures should be defined before the \*\*\*survey\*\*\* is mailed. It is necessary to determine whether the \*\*\*program\*\*\* can be handled internally or whether an outside supplier would be more cost-efficient. The amount of support required is determined by the expected response rate (normally 30%-55% for a well-\*\*\*designed\*\*\* \*\*\*survey\*\*\*) and the estimated time expenditure for administrative steps in the response process. A volume of 25,000 pieces or more annually indicates the need for an outside supplier.

L30 ANSWER 50 OF 97 ABI/INFORM COPYRIGHT 1996 UMI

TI Why Release 3.0 Is Still on Hold

AN 88:34801 ABI-INFORM

DN 00425030; 88-41863

TI Why Release 3.0 Is Still on Hold

AU Barney, Douglas

SO Computerworld, (17 Oct 1988) Vol. 22, No. 42, pp. 45-47. Journal code: COW. Availability: Photocopy available from ABI/INFORM 6206.00  
CODEN: CMPWAB; ISSN: 0010-4841.

DT Journal

LA English

AB3. The company's most significant product, Corp.'s latest release original 1-2-3, again has been delayed. In an interview with Lotus' W. Frank King and company president Jim P. Manzi, King states that the worksheet size was not acceptable to the company. According to King, Lotus plans to simultaneously release \*\*\*products\*\*\* aimed at the 3 tiers of the personal computer marketplace. Manzi claims that, while some users are looking at competitive \*\*\*products\*\*\*, there has not been a wide shift in the customer base. He points

out that, in a recent \*\*\*user\*\*\* \*\*\*survey\*\*\*, PC World voted Release 2.0 as still the best spreadsheet on the market. According to Manzi, Lotus has started working with customers so that they can use Release 3.0 when it becomes available. He also states that his company's experience with the \*\*\*development\*\*\* of Release 3.0 has shown that it needs to keep some of the information about timing to itself.

L30 ANSWER 58 OF 97 PROMT COPYRIGHT 1996 INFO. ACCESS CO.

TI Decisive Technology Upgrades Internet Survey Software for Use With Web Sites and Electronic Commerce.

AN 96:57455 PROMT

TI Decisive Technology Upgrades Internet Survey Software for Use With Web Sites and Electronic Commerce.

SO Business Wire, (29 Jan 1996) pp. 1291160.

WC 1018

\*FULL TEXT IS AVAILABLE IN THE ALL FORMAT\*

AB INDIAN WELLS, Calif.--(BUSINESS WIRE)--Jan. 29, 1996--Decisive

Technology Corporation today announced an enhanced version of Decisive Survey(TM) Internet survey software that adds new features to support companies marketing through a web site.

Decisive Survey 1.1 helps companies turn web site visitors into qualified sales leads by making it easy to e-mail surveys and questionnaires to web site visitors about their product interests and purchase plans. The company can use this information to determine what additional marketing efforts to employ.

The new version of Decisive Survey is available in a larger, web-scaled edition that supports surveys with up to 10,000 respondents. Decisive Survey 1.1 provides full support for authoring and deploying surveys under Windows 95, Windows NT, and Windows 3.x.

"Detailed information about customers and prospects, such as their purchase plans, preferences, and perceptions is key to successful Internet commerce," said William H. Davidow, general partner of Mohr, Davidow Ventures and the author of the best-selling books Marketing High Technology, Total Customer Service, and The Virtual Corporation. "Decisive Survey provides a means to collect, review, and analyze that information, turning an undifferentiated list of e-mail addresses into a rich direct marketing database."

Decisive \*\*\*Survey\*\*\*, introduced in November 1995, is the first \*\*\*product\*\*\* to use e-mail as a transport for \*\*\*surveys\*\*\*.

Authoring tools let a user \*\*\*develop\*\*\* a custom \*\*\*survey\*\*\* in minutes and send it to anyone who can be reached with an e-mail message. The \*\*\*software\*\*\* automatically tabulates and graphs incoming responses for presentation and analysis. According to David Coursey, editor and publisher of PC Letter, an industry newsletter, " \*\*\*Products\*\*\* like Decisive \*\*\*Survey\*\*\* should be part of all next-generation Internet and Intranet groupware suites."

Turn E-mail Addresses into a Database for Direct Marketing

Many company web sites have a "guest book" or "registration area" where web site visitors request e-mail delivery of additional information. A popular site can collect thousands of e-mail addresses of visitors in just a few months of operation. Few companies, however, have an easy or affordable process for

qualifying those thousands of prospects and for converting qualified prospects into customers.

THIS IS AN EXCERPT: COPYRIGHT 1996 Business Wire  
L30 ANSWER 68 OF 97 PROMT COPYRIGHT 1996 INFO. ACCESS CO.

TI PowerTools for SCHEMA

AN 92:360984 PROMT

TI PowerTools for SCHEMA

SO News Release, (20 Apr 1992) pp. 1.

AB OMATION Incorporated (Richardson, TX ) has just released PowerTools, a package containing twelve new \*\*\*productivity\*\*\* features and two utility routines for its SCHEMA schematic capture package. Although SCHEMA is already known as a highly efficient package for schematic drawing, current users outlined needs for a new focus in the areas of library management, repetitive drawing functions, and project management. Based upon a \*\*\*user\*\*\* \*\*\*survey\*\*\*, the PowerTools enhancement package was created. Currently Schema maintains one net label throughout all pages of a project; the new SHOWNET feature provides an easy means of tracking a net by displaying a quick reference of the locaton of all pins in a net. A new pagemaking utility allows users to \*\*\*design\*\*\* and create custom bordered drawing sheets with a title block.

Full text available on PTS New Product Announcements.

L30 ANSWER 73 OF 97 PROMT COPYRIGHT 1996 INFO. ACCESS CO.

 TI Developing Information Systems

Cellular carriers must collect user requirements when implementing information systems

AN 91:626314 PROMT

TI Developing Information Systems

Cellular carriers must collect user requirements when implementing information systems

SO Cellular Business, (Dec 1991) pp. 52-55.

ISSN: 0741-6520.

AB Cellular carriers must first collect correctly documented user requirements when implementing information systems, according to Matt Howe and Gail Costikyan, founders, Cellular Management Assoc.

The IS \*\*\*development\*\*\* cycle is usually seen as a 3-step process: identify a need, pick a vendor, and put in the system.

However, this process usually results in dissatisfied customers, unhappy users, and costly work-arounds. The correct process for information systems \*\*\*development\*\*\* involves 9 steps:

\*\*\*user\*\*\* \*\*\*survey\*\*\*, systems analysis, systems

\*\*\*design\*\*\*, implementation \*\*\*programming\*\*\*, acceptance generation, quality assurance, prodecuere description documentatin, database conversion, and installation.

## File 411:DIALINDEX(R)

## DIALINDEX(R)

(c) 1996 Knight-Ridder Info

\*\*\* DIALINDEX search results display in an abbreviated \*\*\*  
 \*\*\* format unless you enter the SET DETAIL ON command. \*\*\*

?set files all

You have 352 files in your file list.

(To see banners, use SHOW FILES command)

?s network and data()processing and telecommunications and user? and (feedback or input)

Your SELECT statement is:

s network and data()processing and telecommunications and user? and (feedback or input)

Items File

2	1: ERIC_1966-1996/FEB
2	2: INSPEC_1969-1996/Mar W1
2	6: NTIS_64-1996/Apr B2
7	9: Business & Industry(TM)_Jul 1994-1996/Mar 11
147	15: ABI/INFORM(R)_1971-1996/Mar W2
24	16: IAC PROMT(R)_1972-1996/Mar 12
1	30: AsiaPacific_1985-1996/Feb B1
123	47: Magazine Database(TM)_1959-1996/Mar 12
1	61: LISA(LIBRARY&INFOSCI)_1969-1996/Jan

Examined 50 files

1	73: EMBASE_1974-1996/Iss 09
29	75: IAC Management Contents(R)_86-1996/Mar W1
92	88: IAC BUSINESS A.R.T.S._1976-1996/Mar W1
1	108: Aerospace Database_1962-1996/Feb
2	120: US Copyrights_1978-1996/Mar 04
8	122: Harvard Business Review_1971-1996/Mar
451	148: IAC Trade & Industry Database_1976-1996/Mar 12
8	149: IAC(SM) Health & Wellness DB(SM)_76-96/Mar W2

Examined 100 files

7	192: Industry Trends & Anal._1977-1995/Jun
24	194: CBD_Sep 1982-1995/Dec
3	195: CBD Jan_1995-1996/Mar 12
4	211: IAC NEWSEARCH(TM)_1996/Mar 12
6	262: Canadian Bus. & Current Affairs_1982-1996/Jan

Examined 150 files

199	275: IAC(SM) Computer Database(TM)_1983-1996/Mar 12
5	340: CLAIMS(R)/US Patents Abs_1950-1995/Dec
2	351: DERWENT WPI_1981-1996/UD=9609;UA=9605;UM=9548

Examined 200 files

16	484: Periodical Abstracts Plustext_1986-1996/Mar W1
16	485: Accounting and Tax Database_1971-1996/Mar W2
2	491: CanCorp Canadian Financials_1996/Mar W1
1	492: Arizona Repub/Phoenix Gaz_1986-1996/Feb 29
2	587: Jane's Defense&Aerospace_1996/Jan W4
9	610: Business Wire_1986-1996/Mar 12

Examined 250 files

1	612: Japan Economic Newswire(TM)_1984-1996/Mar 11
3	613: PR Newswire_1987-1996/Mar 12
11	621: IAC New Prod.Annou.(R)_1985-1996/Mar 06

169 275: IAC(SM) Computer Database(TM)\_1983-1996/Mar 12

Examined 200 files

- 1 434: SciSearch(R)\_1974-1996/Feb W4
- 2 440: Current Contents Search(R)\_1990-1996/Mar W3
- 2 442: AMA Online Journal\_1982-1996/Jan W4
- 37 484: Periodical Abstracts Plustext\_1986-1996/Mar W1
- 26 485: Accounting and Tax Database\_1971-1996/Mar W2
- 2 587: Jane's Defense&Aerospace\_1996/Jan W4
- 6 610: Business Wire\_1986-1996/Mar 12

Examined 250 files

- 5 613: PR Newswire\_1987-1996/Mar 12
- 19 621: IAC New Prod.Annou.(R)\_1985-1996/Mar 06
- 2 623: Business Week\_1985-1996/Mar W1
- 17 624: McGraw-Hill Pubs\_1985-1996/Mar07
- 1 625: American Banker Full Text\_1981-1996/Mar 11
- 1 634: San Jose Mercury\_Jun 1985-1996/Mar 09
- 15 635: Business Dateline(R)\_1985-1996/Mar W2
- 18 636: IAC Newsletter DB(TM)\_1987-1996/Mar 12
- 1 637: Journal of Commerce\_1986-1996/Mar 11
- 1 638: Newsday/New York Newsday\_1987-1996/Mar 10
- 1 640: San Francisco Chronicle\_1988-1996/Mar 11
- 1 646: Consumer Reports\_1982-1996/Mar.
- 10 649: IAC NEWswire ASAP(TM)\_1996/Mar12
- 37 650: Tax Notes Today\_1986-1996/Mar 12
- 11 652: US Patents Fulltext\_1971-1979
- 35 653: US Pat.Fulltext\_1980-1989
- 50 654: US PAT.FULL.\_1990-1996/Mar 05
- 1 655: BNA Daily News\_Jun 1990-1996/Mar 11
- 14 660: Federal News Service\_1991-1996/Mar 11
- 27 669: Fed.Register\_1988-1996/Mar 11
- 10 674: Computer News Fulltext\_1989-1996/Mar W1
- 1 702: Miami Herald\_1983-1996/Mar 10

Examined 300 files

- 1 720: (Columbia) The State\_Dec 1987-1996/Mar 09
- 1 724: (Minneapolis)Star Tribune\_1989-1996/Feb 04
- 1 727: Canadian Newspapers\_1990-1996/Mar 12
- 1 732: San Francisco Exam.\_1990-1996/Mar 11
- 1 741: (Norfolk)Led./Pil.\_1990-1996/Mar 08
- 3 746: Time Publications\_1985-1996/Mar 02
- 8 771: Textline Global News\_1980-1989

Examined 350 files

- 17 772: Textline Global News\_1990-1994
- 8 799: Textline Curr.Glob.News\_1995-1996/Mar 12

58 files have one or more items; file list includes 352 files.

One or more terms were invalid in one file.

?LOGOFF

S1 772 PRODIGY AND (ONLINE OR ON(W)LINE) AND CUSTOMER(W)SERVICE  
AND (EMAIL OR E(W)MAIL OR E-MAIL)

? s1 not (py = (1997 or 1995 or 1994) or pd =(1997 or 1995 or 1994))

>>>One or more prefixes are unsupported

>>> or undefined in one or more files.

Processed 30 of 58 files ...

Processing

Completed processing all files

772 S1

783884 PY=1997

7541998 PY=1995

6943523 PY=1994

0 PD=1997

0 PD=1995

0 PD=1994

S2 448 S1 NOT (PY = (1997 OR 1995 OR 1994) OR PD =(1997 OR 1995  
OR 1994))

? s1 not (py = (1997 or 1996 or 1995 or 1994) or pd =(1997 or 1996 or 1995 or 1994))

>>>One or more prefixes are unsupported

>>> or undefined in one or more files.

Processing

Processed 20 of 58 files ...

Completed processing all files

772 S1

783884 PY=1997

8345858 PY=1996

7541998 PY=1995

6943523 PY=1994

0 PD=1997

0 PD=1996

0 PD=1995

0 PD=1994

S3 72 S1 NOT (PY = (1997 OR 1996 OR 1995 OR 1994) OR PD =(1997  
OR 1996 OR 1995 OR 1994))

? rd

>>>Duplicate detection is not supported for File 481.

>>>Duplicate detection is not supported for File 545.

>>>Duplicate detection is not supported for File 563.

>>>Duplicate detection is not supported for File 674.

>>>Duplicate detection is not supported for File 751.

>>>Duplicate detection is not supported for File 609.

>>>Duplicate detection is not supported for File 625.

>>>Duplicate detection is not supported for File 626.

>>>Duplicate detection is not supported for File 650.

>>>Duplicate detection is not supported for File 655.

>>>Duplicate detection is not supported for File 728.

>>>Duplicate detection is not supported for File 791.

>>>Duplicate detection is not supported for File 792.

>>>Duplicate detection is not supported for File 793.

>>>Duplicate detection is not supported for File 278.

>>>Duplicate detection is not supported for File 752.

>>>Duplicate detection is not supported for File 753.

